

Complaint Tracking for Sprint IP (06/01/2016-05/31/2017). Total Customer Contacts: 139

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/12/16	The customer stated that the Communication Assistant did not follow the customer's instructions to use the menu to get a live person and not relay the full recording. It was also stated in the notes to not type recordings. The assistant Supervisor assisting with the call apologized to the customer for the mishandling of the call. A follow up email is requested.	06/12/16	The Communication Assistant was coached by the Quality Supervisor over the importance of following customer notes and instructions. A follow up email was sent on 6/12/2016.
2	06/13/16	The Communication Assistant did not initially verify any information, therefore they dialed the wrong number. The Customer requested for a Supervisor and an Assistant Supervisor to get on the line. The Assistant Supervisor coached the Communication Assistant to verify the information. The Communication Assistant got back on the line and still did not verify as they were instructed to. Once more the customer requested a Supervisor, and the Communication Assistant disconnected the line. The Supervisor apologized and assured the customer the Communication Assistant's Supervisor would be notified. Follow up requested via email.	06/13/16	The Communication Assistant ID number is currently unassigned. The customer did request a follow up and an email was sent 6/21/2016.
3	06/16/16	Customer reports their IP address has been recognized as being outside of the United States. They want to make a call through Sprint IP. Follow up requested.	06/16/16	Sent an email to the customer to find out if she is using the mobile version and to give us that IP address. Customer responded and said she is able to make calls. She appreciated the follow up.
4	06/17/16	The Communication Assistant was told to hold for a live person. After holding for 40 minutes without a live person coming on, the customer asked the Communication Assistant if there were any options listed. The Communication Assistant typed out the options to the caller, and there was an option to select to reach a live person. The Communication Assistant should have selected this option, instead of allowing the recording to repeat for 40 minutes. The Supervisor apologized for the inconvenience. Follow up requested via email.	06/17/16	The Supervisor met with the Communication Assistant and coached them on the proper procedure for getting a live person for the customer at their request. The Communication Assistant was reminded that even though they are told to hold for a live person, if there is an option to select that will get to a live person, it is OK to do so. Follow up sent via email.



Sprint
Accessibility

Sprint IP FCC Complaint Log

2016 - 2017

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5	06/22/16	The customer stated that the Communication Assistant did not keep him notified of the options being selected in the menu or the business that had been reached. The customer also stated that the Communication Assistant let the line automatically connect on a directory assistance call. The assistant Supervisor assisting with the call apologized to the customer and ensured the information would be forwarded to the appropriate Supervisor.	07/06/16	The Communication Assistant was coached by the Quality Supervisor on the importance of keeping the customer informed of all call steps and information. The Communication Assistant was also given a call procedure refresher over Directory Assistance calls. A follow up email was sent to the customer as requested.
6	06/23/16	A Sprint Mobile user says the Communication Assistant disconnected the call while they were typing. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	06/23/16	Supervisor met with the Communication Assistant. The Communication Assistant did not remember there being any issues with the call. Supervisor coached the Communication Assistant to documenting any abnormal disconnects.
7	06/30/16	Customer states Communication Assistant hung up on him. The call took place today. Thanked customer. Follow-up requested.	06/30/16	The Supervisor met with the Communication Assistant and although the Communication Assistant had no recollection, they were coached appropriately. Follow up sent via email.
8	06/30/16	The Communication Assistant did not follow the note, "Verify the number before you redial". So the customer requested the Supervisor, to which the Communication Assistant disconnected the call. The Assistant Supervisor apologized for the inconvenience and assured the customer the information would be forwarded to the appropriate party in management. Follow up requested.	06/30/16	The Communication Assistant was coached by the Quality Supervisor over the consequences of disconnecting calls. They were also reminded of the importance of reading and following all customer notes. A follow up email was sent 7/5/2016.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9	07/08/16	The customer reported that the Communication Assistant disconnected the call right in the middle of the conversation while scheduling an appointment. He also added that the typing was "sloppy". Customer Service response: I thanked the caller for letting us know and told him the report would be sent to the call center Supervisor. No follow up was requested.	07/08/16	The Supervisor met with the Communication Assistant and although the Communication Assistant had no recollection of the call, they were coached appropriately. Follow up sent via email.
10	07/08/16	The caller reported that the Communication Assistant disconnected the call shortly after dialing. He provided the text by copy/paste which showed that the call rang three times, then the message received was: "your call has been disconnected at Friday, July 8, 2016 at 11:26:33 GMT-0400 (Eastern Daylight Time) Thank you for using Sprint IP Relay". His claim was that sometimes when a bank or airline is called the Communication Assistant chooses to disconnect the call. Customer Service response: I apologized for the inconvenience and told him the report would be sent to the call center Supervisor. No follow up was requested.	07/08/16	The Communication Assistant does remember the call disconnecting after the out dial but thought the caller had disconnected on their own. Supervisor coached the Communication Assistant to have any unusual activity documented.
11	07/13/16	Sprint IP user called in and the only response received from the Communication Assistant was the dialing macro, the Communication Assistant did not appear to follow the customer's note to inform the customer the notes are being read and to verify the number before dialing out. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested to be sent via email.	07/13/16	Supervisor coached Communication Assistant on the importance of following all customer notes. Supervisor also sent a follow up email to the customer apologizing for any inconvenience.
12	07/15/16	A Sprint IP user stated that when they connected to the Communication Assistant there was no further response and the call was disconnected. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested to be sent via email.	07/15/16	No Communication Assistant associated with this ID number, unable to further investigate. Follow up letter sent via email as per request.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13	07/22/16	Customer did not like how the Supervisor spoke to them. No date or time of call, communication was by email. Follow-up requested.	07/22/16	Supervisor coached Communication Assistant on the importance of demonstrating a warm and friendly demeanor when speaking with the customer. Alternative choice of wordings were offered. A follow up email was sent on July 25th and second email sent at 4:45 pm today on Friday, August 5th.
14	07/22/16	Communication Assistant did not explain relay properly.	07/22/16	No date, or time of call, communication was by email. Follow-up requested. Communication Assistant demonstrated knowledge of the initial and secondary relay explanation used with the Voice person. A follow up email was sent on July 25th and a second follow up sent at 4:45 pm today Friday, August 5th.
15	07/27/16	The Communication Assistant did not follow the customer's database notes requesting for the Communication Assistant to verify the number and any dialing instructions prior to out dial. After the number was dialed, the Sprint IP user instructed the Communication Assistant to disconnect to give new instructions and the Communication Assistant had disconnected the inbound. Assistant Supervisor apologized for the inconvenience. Follow up requested via email.	07/27/16	The Communication Assistant number listed is unassigned. A follow up email was sent on 8/5/2016.
16	08/02/16	Sprint IP user connected to this Communication Assistant and received confirmation of instructions that the Communication Assistant was reading the customer notes, then the Communication Assistant disconnected the call. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	08/02/16	When investigating the incident, the Supervisor discovered that the Communication Assistant identified by the customer was not present in the work place on the date the call was completed. The customer was contacted and provided an alternate date when the call took place. Email was sent at 10:36 pm on August 2nd.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
17	08/03/16	The customer sent an email to Relay Customer Service stating that there was not a female Communication Assistant at 8:55 am today. Her instruction notes state: "request female Communication Assistant". No follow up requested.	08/03/16	Customer Service explained to the customer that every effort is made to accommodate each customer's preference for a male or female Communication Assistant. Also explained that sometimes, due to higher than normal call volume, it may not be possible and apologized for this inconvenience. I thanked her for letting us know and told her the report would be forwarded to management.
18	08/09/16	The Communication Assistant took 26 seconds just to type "One moment please verifying your notes" causing a serious delay in out dial time. The Supervisor apologized for the inconvenience. Follow up requested.	08/09/16	The Supervisor met with the Communication Assistant and coached them on maintaining 100% focus on all calls to ensure a timely out dial. Follow up sent via email.
19	08/12/16	Customer stated that the Communication Assistant verified the first number provided; however, did not verify the second number. Supervisor apologized for the inconvenience. Customer requested a follow up.	08/12/16	Supervisor reviewed the procedure with the Communication Assistant. Communication Assistant understood the importance of following instruction. A follow up email was sent at 3:52 pm today.
20	08/15/16	Sprint IP caller stated Communication Assistant didn't handle the call properly. The Communication Assistant just hung up	08/16/16	The Communication Assistant stated that she utilized the disconnection procedure when there was no response from the Internet Relay customer. Based on this, the Communication Assistant demonstrated the correct procedures to process this type of call. In addition, the Communication Assistant was coached on the importance of not disconnecting calls. Supervisor also advised the Communication Assistant of the consequences of doing so.
21	08/16/16	Customer was not able to call through Sprint IP Apologized. Technical team is working to resolve the problem. No follow up.	08/16/16	The service was down, but it was up and running that afternoon. Customer did not request follow up.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
22	08/16/16	Customer was not able to call through Sprint IP. Apologized. Follow up requested.	08/16/16	The Communication Assistant does not remember the call, but was coached by a Supervisor over the consequence of disconnecting calls. Follow up phone calls were attempted but contact was not able to be established.
23	08/16/16	Customer is not able to place a call for the last hour. Customer Service Representative apologized. No follow-up requested.	08/16/16	The system was fixed. Customer did not request follow up.
24	08/16/16	Customer unable to place calls this morning. Customer Service Representative apologized. No follow up requested.	08/16/16	The system was fixed. Customer did not request follow up.
25	08/18/16	Customer states that he was unable to reach a number when calling through Sprint IP and Sprint Mobile IP. Relay Customer Service: Apologized for the problem he was having and assured that a Trouble Ticket would be sent in on the issue. Customer would like a call back or an email left when the problem is fixed.	08/18/16	Sent an email to IT for an update The issue was with the end users phone carrier who issued the toll-free number. Followed up with the customer to see how his calls are working. Sent another email to the customer. Customer stated that he is able to get through the number now. He appreciated the follow up.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
26	08/19/16	Voice person called in to complain that a TTY user called his boss and said he hung up two times through relay. Voice person stated that there was silence on the line and asked the Communication Assistant if the customer was still on the line. The Communication Assistant responded by stating there is no response. Voice said there was no response for 10 minutes so decided to disconnect and informed the Communication Assistant he was disconnecting the call. The voice customer felt the Communication Assistant didn't relay the information to their customer so the customer assumed the voice caller had hung up on them. Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	08/19/16	Supervisor met with the Communication Assistant and the Communication Assistant explained that he did inform the caller of the disconnect. However, since 10 minutes had lapsed and there was any response from the inbound the call, the call may have disconnected and the caller may have not seen the disconnect. Supervisor followed up via email and apologized for any inconvenience.
27	08/24/16	Customer stated this Communication Assistant did not follow his instruction to select 0 for specific department. Instead, Communication Assistant pressed 1 for the same specific department the customer is asking for. Supervisor attempted to explain that the Communication Assistant followed proper procedure; however, the customer still wanted to file a complaint. No follow up requested.	08/24/16	The Supervisor acknowledged the Communication Assistant that they followed proper relay procedure and advised to follow the customer's instruction.
28	08/24/16	Customer says that people are unable to call him on his Sprint IP number. He said that his friends always get a busy signal. The customer was able to dial out to the office phone number so the line is working. But when the Relay Customer Service Representative tried dialing the number from the office phone and the line was busy. Relay Customer Service response: Apologized for the problem and assured that a trouble ticket would be turned in on the issue.	08/24/16	Sent email to tech for details. Sent customer an email to see how his calls are working. Sent two more emails and customer has not responded. Case is closed.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
29	08/25/16	Customer called in to say the Communication Assistant disconnected Customer Service and apologized for the inconvenience. Follow-up is requested by email.	08/25/16	After relaying a recorded message, the Communication Assistant needed a response from the caller to continue to a live person. After not receiving a response the Communication Assistant, continued with following the disconnect procedure in place. Follow up email sent to customer as per request.
30	08/25/16	Customer stated the Communication Assistant disconnected the call. Customer Service apologized for the inconvenience. No follow-up needed.	08/25/16	The Communication Assistant was coached by the Quality Supervisor over the consequences of disconnecting calls. The Communication Assistant does not remember the call.
31	08/31/16	Communication Assistant disconnected call when recording played. Felt the Communication Assistant did not want to deal with the recording. Apologized for the issue. Explained I will inform Communication Assistant Supervisor. Thanked them for letting know. No contact wanted.	08/31/16	The Communication Assistant does not remember the call; however, the Communication Assistant was coached by a Supervisor over the consequences of disconnecting calls.
32	09/07/16	The Communication Assistant did not follow the customer's database notes, which states to always verify the number before out dialing. The customer questioned the Communication Assistant and the Communication Assistant responded saying they do not need to engage in conversation. The Communication Assistant also continued to type to the caller that if they do not type a number clearly that they will disconnect the call. The customer was still in the process of typing the number when the Communication Assistant did disconnect the call. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	09/07/16	This Communication Assistant ID number is currently unassigned. Further investigation was not possible. A follow up email was sent.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
33	09/07/16	Sprint IP user called into the relay and gave a number for a bank call center. The customer had requested to speak to a live person at a branch. The Communication Assistant got a live representative on the line but from the call center and not the branch. Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	09/07/16	Supervisor coached the Communication Assistant to seek clarification from the customer if there is any confusion. Follow up letter sent via email as per request.
34	09/07/16	Sprint IP user was wanting to speak to a Supervisor to file a complaint. The customer was informed by the Assistant Supervisor that in order to file a complaint that they were to contact customer service. The customer questioned this and then was disconnected. An Assistant Supervisor from a different call center documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	09/07/16	Supervisor reviewed with the Assistant Supervisor on the procedure in compiling commendation/complaints. Supervisor also advised the Assistant Supervisor of the consequences of doing so. A follow up email was sent.
35	09/09/16	The Communication Assistant was given call instructions that included "Don't do it any other way," to which the customer wanted him to also confirm that he wouldn't. The Supervisor informed the customer that it was implied that the instructions would be followed, therefore, the Communication Assistant did not need to also verify that they would be. However, the customer was also informed the situation would be addressed with those higher in management to determine if the Communication Assistant was actually in error. Follow up requested.	09/09/16	The Supervisor assisting on the call met with the Center Manager. The Center Manager determined that the Communication Assistant was not in error and the call was processed correctly. Follow up sent via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
36	09/13/16	During a call to Social Security, the Communication Assistant typed the recording that did not make any sense because the words were not clear. The caller asked the Communication Assistant to clarify the recorded message, and the Communication Assistant replied, "yeah that's what the recording said". Customer Service Response: I apologized for the inconvenience and told the customer the report would be sent to the call center Supervisor. The caller offered to send the transcript of the call to customer service through email. Customer service has not yet received the transcript. Follow up requested.	09/13/16	The Communication Assistant was coached by a Supervisor over the importance of keeping the customer informed of what is being done as it is being done. The Communication Assistant was also coached on following the customers instructions. A follow up email was sent.
37	09/13/16	Customer states that this Communication Assistant did not tell the caller on the phone what the customer was typing quick enough and the person hung up on the customer. Customer states that they were typing, but the Communication Assistant didn't read it quickly enough. Relay Customer Service response: Apologized for the problem and assured that the complaint would be send in as stated. No call back required	09/13/16	The Communication Assistant was coached by the Supervisor on keeping a smooth conversational flow. The Communication Assistant was also reminded to be to alert and focused when processing calls.
38	09/14/16	Customer requested customer service for their call. Communication Assistant said "be more specific." Customer asked for redial and type recording. Got the same message, thing, refusing Supervisor's assistance. Confirmed their request is to be followed by the Communication Assistant and thanked them for letting us know. I explained that the Communication Assistant's Supervisor will be notified. No contact wanted.	09/14/16	The Communication Assistant was coached by the Supervisor on the importance of following all customer instructions. The Communication Assistant was also coached on getting clarification of instructions when unsure of what to do as he stated he was confused by the instructions provided by the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
39	09/14/16	Customer reports connecting to Sprint IP, typing their instructions, and then the call dropped. Apologized for the problem. Follow up requested.	09/14/16	The technician tested it and did not see any issues. Could be an issue on the customer's side with the network or network software on the PC from employer. Followed up with the customer to see if all is working. Sent another email to the customer. Customer responded and said she is able to make calls. She thanked us for fixing it.
40	09/19/16	The caller reported that the Communication Assistant would not dial out or type any information. Customer Service response: Apologized for the inconvenience and told the customer the report would be sent to the call center Supervisor. Customer would like follow up.	09/19/16	Supervisor met with the Communication Assistant. The Communication Assistant does not remember the call or the situation. Supervisor coached the Communication Assistant to always respond and if necessary to request for assistance. An attempt was made to send a follow up letter via email as per request but the email address provided was incorrect and did not go through.
41	09/29/16	The customer indicated that the Communication Assistant immediately disconnected the call without a word. The Assistant Supervisor apologized for the poor service and informed the customer that the information would be passed on to the Communication Assistant's Supervisor. The customer would like follow up via e-mail.	09/29/16	Reassigning to appropriate contact person .There is no longer an Communication Assistant associated with this identification number. Follow up letter sent via email as per request.
42	10/01/16	The customer indicated that the Communication Assistant did not follow their instructions when asked for the full recorded message to be relayed. The Communication Assistant did not dial out the number and hung up. The customer service representative apologized to the customer and assured this would be passed on to the Communication Assistant's Supervisor. The customer requested follow up via e-mail.	10/01/16	The Communication Assistant was coached by the Quality Supervisor over the importance of following all customer notes and instructions. A follow up email was sent 10/17/2016.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
43	10/04/16	Customer reports not connecting to a Relay Communication Assistant through Sprint Mobile IP. Customer explained they have been trying for 25 minutes; no success. Apologized. Customer Service will check into the network issue. Follow up requested.	10/04/16	The network was busy at this time. Sent an email to customer letting her know.
44	10/04/16	Customer reports there is a problem. The status shows "connecting," but the call does not connect to an Communication Assistant. Apologized. Assured the customer that a report was provided to Relay management. No follow up requested.	10/04/16	The network was busy at this time. Customer did not request call back.
45	10/04/16	Customer called stating he is having trouble placing calls and when speaking to Communication Assistant they are saying restricting and long distance. Supervisor told me to try and call back in and I could not. Cannot make any phone calls. Customer Service Response: I explained that at this time there is a technical issue preventing some calls from connecting. I apologized and thanked him for his patience, and asked him to try the call again later. Follow up requested via email.	10/04/16	Sent an email to customer asking how his calls are working. Sent another email to the customer. Customer stated that he is able to make calls.
46	10/04/16	Reported through email that she is unable to make a phone call since yesterday after entering the number to be called. She is never connected to a Communication Assistant, not even after waiting 30 minutes. Customer Service response: I apologized for the inconvenience and told her a trouble ticket had been entered by management regarding the problem. I thanked her for her patience. Follow up requested by email.	10/04/16	Sent an email to customer letting her know we were busy that day.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
47	10/05/16	Customer reports having to wait for an extended period of time for an Communication Assistant "to come on to process my call." The customer stated they "finally gave up." Apologized. Follow up requested.	10/05/16	It was a busy time and customer had to wait to get an Communication Assistant. Customer stated she is able to make calls.
48	10/07/16	Caller said Communication Assistant refused to dial number given. Customer Service apologized for the issue. Follow up not required.	10/07/16	The Communication Assistant does not remember the call; however, was coached by the Quality Supervisor on the importance of following all customer instructions and calling for assistance on difficult calls.
49	10/12/16	Caller said they had a problem with Communication Assistant when his first call was completed. Communication Assistant waited only a few seconds then disconnected. The caller wanted to make another call. Caller also wants the Supervisor to know that more than one call can be made. Customer Service apologized for the issue. Follow up not required.	10/12/16	When an Communication Assistant does not remember the call, Supervisor investigated the Communication Assistant's procedural knowledge. Resolve the contact by stating that the Communication Assistant demonstrated knowledge of the correct procedures to process this type of call. Communication Assistant also understood the consequence for disconnecting the call.
50	10/12/16	Customer reports having difficulty connecting to Relay through Sprint Mobile IP. Apologized. Follow up requested.	10/12/16	Technician fixed it. Sent an email to the customer asking how her calls are working. Customer stated all is working and appreciated the follow up.
51	10/12/16	Customer reports trouble connecting to Relay using Sprint Mobile IP. Apologized. Follow up requested.	10/12/16	Sent an email to the customer letting her know it was fixed ad asked if she is able to make calls. Customer stated she is able to make calls. Appreciated the follow up.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
52	10/12/16	Customer reports trouble connecting through Sprint IP. The message was "error contacting server." Apologized. Follow up requested.	10/12/16	Technician worked on it and it is working now. Sent an email to the customer to see how the calls are working. Sent another email to the customer. Customer responded and said she is able to make calls. She appreciated the follow up.
53	10/17/16	Sprint IP user says an Communication Assistant did not correctly follow all of the customer's notes. The customer had multiple Communication Assistants process the call and could not remember the ID number of the Communication Assistant that did not process the call correctly. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	10/17/16	Unable to properly coach the Communication Assistant without an Communication Assistant identification number. Follow up letter sent via email as per request.
54	10/17/16	Sprint IP user cannot dial out. When dialing the number, she always gets "Line is Busy". The call number is good but cannot be completed with Sprint Mobile IP app on cell phone. Customer Service apologized for the issue and opened a ticket. Follow up is required with customer.	10/17/16	The problem was with the toll free provider. It was fixed. Sent an email to the customer letting her know.
55	10/18/16	Sprint IP caller said Communication Assistant hung up quickly even before the number to dial was given. Customer Service apologized for the issue. Follow up is not required on this issue.	10/18/16	Communication Assistant did not remember this call; however, was coached on the importance of not disconnecting calls. Also, Supervisor advised the Communication Assistant of the consequences of doing so.
56	10/19/16	Sprint IP user says the Communication Assistant started to dial out the number but then disconnected the call. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	10/19/16	Supervisor coached the Communication Assistant on the importance of not disconnecting calls. Also, advised the Communication Assistant of the consequences of doing so. A follow up email was sent.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
57	10/26/16	Sprint IP user says the Communication Assistant did not verify the number before dialing the call, which is instructed in the customer's database notes. The customer had also instructed the Communication Assistant to disconnect the call but the Communication Assistant did not do so. Assistant Supervisor documenting the concern and apologized for the inconvenience. Follow up letter requested to be sent via email.	10/26/16	Supervisor coached Communication Assistant to always look for and follow the customer's notes and/or instructions for the call. Follow up letter sent via email as per request.
58	10/31/16	Customer stated that he told the Communication Assistant to keep calling until the call answered. The Communication Assistant called four times but after the fourth time let the call go and nothing more was typed. She didn't let him know what was going on for another 5 minutes. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	10/31/16	The Communication Assistant does not remember the call; however, the Communication Assistant was coached by the Quality Supervisor over the importance of remaining alert and following all customer instructions.
59	10/31/16	Customer states that this Communication Assistant typed for 5 minutes on the call and then stopped typing and left the customer on the call for 2 minutes without typing anything. The customer asked if they were still there 3 times and there was never any answer from the Communication Assistant. Relay Customer Service response: Apologized for the problem and assured that the complaint would be send in as stated.	10/31/16	Supervisor met with the Communication Assistant who stated that the call was progressed. After the message was relayed, the customer never responded. The Communication Assistant demonstrated knowledge of the correct procedures to process this type of call.
60	10/31/16	Caller said "I have problem a Communication Assistant. I tell her to keep call until the call answer, she did click disconnect." I apologized for the problem, explained I would be sure to inform the Communication Assistant's Supervisor. Customer provided their email for contact.	10/31/16	Supervisor coached the Communication Assistant to seek clarification from the caller or call for Supervisor assistance. Follow up letter sent via email as per request.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
61	11/02/16	The caller reported that the Communication Assistant was told to keep dialing the number until it was answered. For about 9 minutes from 10:39 to 10:45 he did keep dialing, but then disconnected. Calls to the film industry are this way all the time and have to keep dialing, but the Communication Assistant disconnected. Customer Service Response: Apologized for the inconvenience and told him the report would be sent to the call center Supervisor. No follow up requested.	11/02/16	The Supervisor met with the Communication Assistant and coached them on caller control and maintaining transparency. No follow up requested.
62	11/02/16	Sprint IP user says the Communication Assistant did not follow the instructions given or keep the caller informed of the call progress. The customer had requested to speak to a Supervisor but the Communication Assistant just continued with the call. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	11/02/16	Supervisor coached the Communication Assistant to always look for and follow the customer's notes and/or instructions for the call. Follow up letter sent via email as per request.
63	11/02/16	A Sprint IP user had requested for another Communication Assistant to take over and continue with the call. The Supervisor had told the caller they would either have to take the Communication Assistant back or call back into the relay. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	11/02/16	The customer had been on hold for approximately 15 minutes holding for another Communication Assistant. The Supervisor assisting on the call checked with the Center Manager to see how this situation should have been handled, and the Center Manager directed the Supervisor to ask that the customer call back in. it was determined there was no Communication Assistant error.
64	11/03/16	Customer explained his Sprint Mobile IP calls were "waiting to connect" far too long this afternoon. Apologized. Follow up requested.	11/03/16	There was a high volume call during this time. Sent an email to the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
65	11/04/16	Sprint IP user says the Communication Assistant did not follow the customer's note that states to verify the number calling. Communication Assistant dialed the incorrect number then disconnected the call. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested to be sent via email.	11/04/16	Communication Assistant did not remember this call; however, was coached on the importance of not disconnecting calls. Also advised the Communication Assistant of the consequences of doing so. Supervisor sent a follow up email.
66	11/04/16	Sprint IP user had requested a specific department, the Communication Assistant announced and explained the call before making the customer's request. After the call had been transferred, the call was disconnected. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	11/04/16	The Communication Assistant was coached by the quality Supervisor over the importance of following all customer notes. A follow up email was sent as requested.
67	11/07/16	The Communication Assistant hung up on the customer after dialing and ringing two times. The message came across "thank you for calling card activation enter your 16 digit card number (entered card number) Communication Assistant: (transferring) ringing 1...2..."your call has been disconnected at Monday Nov 07 2016 13:08:51 GMT - 0500 (Eastern Standard Time) Thank you for using Sprint IP Relay" the caller did not have a chance to try the call again. Customer Service Response: I thanked the caller for letting us know and told her the report would be sent to the call center Supervisor. No follow up requested.	11/07/16	The Communication Assistant does not remember this call particularly, but stated having issues with IP calls disconnecting. The Communication Assistant was coached by the Quality Supervisor to report issues and to call for assistance as needed. The Communication Assistant was reminded of the consequences of disconnecting calls.
68	11/08/16	Customer said Communication Assistant dialed wrong number. Relay Customer Service response: Apologized for the problem, and assured that the complaint would be sent in as stated. No call-back requested.	11/08/16	The Supervisor met with the Communication Assistant and coached them on maintaining 100% focus on all calls to ensure quality of service. No follow up requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
69	11/08/16	Caller requested that Communication Assistant keep redialing until a particular call is answered. Communication Assistant dialed more than 20 times all with busy signals, then disconnected without permission. Customer Service apologized for the issue. Follow up not required.	11/08/16	Supervisor spoke to the Communication Assistant and the Assistant Supervisor who was on duty at the time. The Communication Assistant and Communication Assistant in charge verified that the inbound customer kept erasing their instructions. The Communication Assistant sent the busy signal and a go ahead after the 20th time and the inbound did not respond. The Communication Assistant initiated the proper disconnect procedure.
70	11/15/16	Customer comments: (1) Communication Assistant did not follow customer profile instructions to verify out dial information. Also continued to relay after customer had instructed Communication Assistant to disconnect. (2) Communication Assistant disconnected when customer asked for a Supervisor. Responding Supervisor apologized and said that the Communication Assistant had not followed the initial instruction before dialing. The Supervisor explained that remarks directed toward an Communication Assistant by a caller prior to the caller giving an instruction to disconnect will be relayed to the outbound. Customer requests follow-up.	11/16/16	Supervisor met with both Communication Assistants and coached on keeping the caller informed and being aware of any changes a customer may request during the relay of the call. Follow up letter sent via email as per request
71	11/15/16	I told the Communication Assistant to keep calling until someone answered. Somehow, the call was put on hold until disconnected without my permission. Because I want to work a gig job. The Customer Service Representative thanked the customer for bringing it to our attention and assured the customer that the information would be passed on to the Communication Assistant's Supervisor. Customer is requesting follow-up via telephone or email.	11/15/16	This Communication Assistant ID number is currently unassigned therefore further investigation is not possible. Supervisor left a message on customer's answering machine.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
72	11/15/16	Customer states that this Communication Assistant typed very slowly and then would pause. Then typed slowly again and then paused. The customer said that this made her feel that she was left without knowing what was going on during a lot of the conversation. She also stated that the Communication Assistant did not explain what was going on during these times of long pauses. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	11/15/16	Supervisor coached the Communication Assistant on pacing techniques and to keep the caller informed of all call steps. Follow up letter sent via email as per request.
73	11/16/16	Customer reports difficulty accepting a call through Sprint IP. Follow up requested.	11/16/16	Increased the outbound time to 45 seconds from 30 seconds so that users have more time to respond. Sent email to customer.
74	11/18/16	The customer stated that this Communication Assistant disconnected a call usually when an invalid number was given in the dial window. This has occurred a few times this year. Assistant Supervisor apologized for the inconvenience and will refer this to the Communication Assistant's direct Supervisor. Customer wishes a follow up via email.	11/18/16	Communication Assistant did not remember this call; however, Supervisor coached on the importance of not disconnecting calls. Also, Supervisor advised the Communication Assistant of the consequences of doing so. A follow up email sent.
75	11/18/16	Customer states that he was unable to reach a number when calling through Sprint IP and Sprint Mobile IP. Customer Service Representative apologized for the problem he was having and assured that this would be investigated. Customer would like a call back or an email left when the problem is fixed.	11/18/16	Closing contact due to error. Invalid customer contact.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
76	11/28/16	The customer reported that the Communication Assistant wouldn't type out the options on a recording as asked but just sent "holding for live person," then the holding macro. The Communication Assistant did not respond to request to have the options typed out. Customer Service response: Apologized to the customer and told her the report would be sent to the call center Supervisor. Follow up requested.	11/28/16	No Communication Assistant associated with this ID number, unable to further investigate. Follow up letters sent via email as per request.
77	11/28/16	A Sprint IP user stated they do not like the use of the macro "person hung up" when relay is not sure if the person actually hung up or if the line was disconnected. Assistant Supervisor thanked the caller for the feedback. No follow up requested.	11/28/16	The Supervisor acknowledged the Communication Assistant that they followed proper relay procedure and advised to follow the customer's instructions.
78	11/29/16	The customer sent a screen shot of the conversation showing the confusion during the call. It appears that there was some type of interference on the line of the party that was called to. The number he provided for his order number was totally misconstrued. His phone number was given to the other party to call him back but that was also jumbled and wrong. The call ended abruptly before any resolution was made. Customer Service Response: I apologized for the inconvenience and told him the report would be sent to the call center for further investigation. Follow up requested. If needed, I can fax the screenshot provided.	11/29/16	The Supervisor met with the Communication Assistant and coached them on calling over Supervisor assistance when there appears to be technical difficulties. They were also coached on filling out a trouble ticket, in an attempt to prevent future occurrences. Follow up completed.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
79	11/30/16	Customer complained that she is not receiving calls and when hearing people call they get dead air then the line disconnects. Customer service representative placed test calls to the customer and got two Communication Assistants and left two messages. Customer would like email follow up.	11/30/16	The issue with the Voice to IP 10-digit numbers where voice customers trying to reach IP customers received dead air/no greeting and the Communication Assistant received no response from the inbound voice due to no audio path has been resolved. The issue was isolated to Bandwidth's network. Sent an email to the customer.
80	11/30/16	Caller has reported that Sprint IP Communication Assistant cannot complete calls dialing out. Calls connect and then disconnect. Customer Service apologized for the issue and opened trouble ticket. Follow up is requested to know the resolution of the issue.	11/30/16	The issue was isolated to a network issue with Bandwidth's network. The issue has been cleared and calls can be successfully placed. Sent a follow up email to the customer.
81	11/30/16	Customer reports an inability to make Relay calls through Sprint Mobile IP. Follow up requested.	11/30/16	Customer uninstalled and reinstalled application. Sent a follow up email to the customer to see how her calls are working. Sent another follow up email to the customer as she has not responded. Sent another email to the customer and she has not responded. Case is closed.
82	12/01/16	Customer Service Communication Assistant disconnected me for using "remote assistance" on the outbound line. The Supervisor apologized and assured the customer the information would be forwarded appropriately. Follow up requested.	12/02/16	The information was forwarded to the Communication Assistant's Supervisor. This was documented by the call center as a call where either or both the calling or called party was unengaged with the Relay Communication Assistant for an extended period of time. An attempt was made to reengage either party and notification was given prior to following protocol to end a call where it appears that relay services are no longer required during the call. Follow up was completed with the customer explaining protocol.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
83	12/01/16	The Communication Assistant did not follow proper disconnection procedures and hung up on me as I was giving another number to dial. The Supervisor apologized and assured the customer that the situation would be looked into. Follow up requested.	12/01/16	Forwarded to Communication Assistant's Supervisor. Supervisor coached Communication Assistant on proper disconnect procedures and sent an email follow up to customer apologizing for any inconvenience.
84	12/06/16	Sprint IP user provided the Communication Assistant with information to be entered into an automated system. In the customer notes, it states to confirm everything that was typed and that is being relayed, not the generic macro of (Entering Info). The Communication Assistant did not confirm the information typed and the customer pointed it out. The Communication Assistant rude and disconnected the call. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	12/06/16	Supervisor coached Communication Assistant on importance of following all of customer's notes and the correct procedure for disconnecting. Supervisor also advised Communication Assistant that being rude to a customer is not appropriate. Supervisor sent follow up to customer apologizing for any inconvenience this may have caused.
85	12/06/16	Sprint IP user stated this Communication Assistant did not relay all the call steps when different people were answering the phone. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	12/06/16	Supervisor coached Communication Assistant to keep the caller informed of all call steps. Follow up letter sent via email as per request.
86	12/08/16	Customer reports the inability to connect to a toll free number through Sprint IP. Apologized. Follow up requested.	12/08/16	Sent an email to the customer letting her know that it was an issue was with the toll-free provider of the number. It was fixed. Customer said she is able to make calls. Appreciated the follow up.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
87	12/09/16	The customer sent an email with an attachment of the relay conversation to Customer Service. She stated that "normally all relay Communication Assistants leaves messages for us immediately. When the Communication Assistant asked us if they needed to leave a message instead of waiting for it to hang up. But she let it hang up and I was not aware." Customer Service Response: I apologized for the inconvenience and told her the report would be sent to the call center Supervisor. Follow up was not requested.	12/09/16	It was determined that the Communication Assistant utilized the appropriate relay features to process the call. Answering machine technology varies in that some machines hang up when there is no immediate audio received and the relay Communication Assistant is unable to keep the line active.
88	12/15/16	Customer reports the Communication Assistant "hit the wrong macro key and it was confusing." The customer also stated typographical errors were made on the call. An example: "20176" for the year. Apologized. Supervisor will be notified. Follow up requested.	12/15/16	The Communication Assistant was coached on maintaining focus on their call to ensure accuracy. Follow up sent via email.
89	12/29/16	The customer indicated that the Communication Assistant was unresponsive and rude. The voice user requested the information and the IP customer stated that that information had been typed for the Communication Assistant to relay. The Communication Assistant continued to type questions for the same information, but the IP customer feels as though the Communication Assistant was intentionally not relaying the call. Additionally, the IP customer believes that the Communication Assistant intentionally hung up on the call. The Assistant Supervisor thanked the customer for the feedback and assured them that follow up with the appropriate center would be made. The customer requested follow up via e-mail.	12/29/16	The Supervisor met with the Communication Assistant and they were coached on maintaining 100% focus on all calls to ensure the call is processed accurately. The Communication Assistant was also coached on maintaining a patient and friendly demeanor. Follow up sent via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
90	01/04/17	Sprint IP user stated that the Communication Assistant had disconnected the call and did not follow any of the instructions provided in the customer's notes. Assistant Supervisor documenting the concern and apologized for the inconvenience. Follow up requested to be sent via email.	01/04/17	Supervisor coached the Communication Assistant to follow the customer's instructions. If needed, to ask the customer for clarification or request Supervisor's assistance. Follow up letter sent via email as per request.
91	01/12/17	The Communication Assistant didn't verify the number to dial or the call instructions correctly. The Assistant Supervisor apologized for the inconvenience and assured the customer that the information would be forwarded to the appropriate member of management. Follow up requested.	01/12/17	The Communication Assistant was coached on maintaining 100% focus on customer's instructions to ensure that they are followed appropriately. Follow up sent via email. The Supervisor met with the Communication Assistant and coached them on maintaining 100% focus on call instructions to be sure the call is processed according to the customer's preference. Follow up sent via email.
92	01/12/17	Sprint IP user stated that the Communication Assistant disconnected the call due to no response; however, the caller was typing a message. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested to be sent via email.	01/12/17	The Supervisor met with the Communication Assistant and coached them on maintaining 100% focus on all calls to ensure that they are processed appropriately. In this case, although the Communication Assistant was enacting the disconnect procedure, more care should have been taken before disconnecting. Follow up sent via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
93	01/17/17	The customer stated the Communication Assistant was "good" but hung up after exchanging "Ready to Hang Up" with the customer. The customer had wanted to thank the Communication Assistant but was unable to do so because the Communication Assistant had already disconnected. The customer also mentioned this has happened a couple of times. The Assistant Supervisor in charge thanked the customer for bringing it to our attention and assured that the information would be passed on to the Communication Assistant's Supervisor. The customer is requesting follow up.	01/17/17	The Supervisor met with the Communication Assistant and reminded them to never hang up on a caller without doing a proper disconnect procedure. Follow up sent via email.
94	01/19/17	Communication Assistant disconnected the caller after they had been holding a long time to reach their party. "The office is closed now and I have to call back." Apologized for the problem. Customer Service Representative explained that we will inform the Communication Assistant's Supervisor to address the issue with the Communication Assistant. Customer wants contact via email provided.	01/19/17	Supervisor followed up with the Communication Assistant and while the Communication Assistant does not remember this particular call; however, the Communication Assistant demonstrated proper procedure for a situation such as this. Supervisor followed up via email.
95	01/20/17	Customer reported that he was confused after the call placed went to text mail. Instead of assisting and supporting the customer or confirming that he did want to leave a message for the called party, the Communication Assistant typed and sent his Communication Assistant direct communication as the message. The customer/Communication Assistant communication was not intended as a message for the called party. The responding in-charged apologized and shared that his comments will be sent to the Communication Assistant call center. The customer service number was provided for additional information about relay services.	01/20/17	Supervisor coached the Communication Assistant to explain the service to the inbound customer if the customer seems to be confused.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
96	01/23/17	Sprint IP customer stated that the Communication Assistant disconnecting the call after informing the customer that they were reading the customer's notes. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	01/23/17	The Communication Assistant does not remember the call; however, they were coached on the consequences of disconnecting calls by a Supervisor. No follow up was done with the customer because of no contact information being listed.
97	01/25/17	The customer reached a voice answering machine, and requested that a message be left. The Communication Assistant redialed to leave a message before the customer had completed the desired message, which frustrated the customer, who considered the Communication Assistant to be "rude" and "doing a poor job." The Assistant Supervisor apologized to the customer for the Communication Assistant's actions, and offered to observe the Communication Assistant in redialing to leave the complete message, coaching as needed. The customer requested follow up via fax.	01/25/17	Supervisor coached Communication Assistant on importance of following proper procedure as far as waiting until the customer provides the "Go Ahead" before redialing to leave message. A follow up was conducted via fax.
98	01/27/17	The customer indicated that the Communication Assistant "kept interfering with my call" and felt that transparency was being lost, resulting in a "horrible experience." The customer also felt that the Supervisor on duty at the time "didn't offer much clarity or help." The Assistant Supervisor taking the complaint apologized for the inconvenience and assured that the information would be passed on to the appropriate personnel. The customer requested follow up via e-mail.	01/27/17	The Supervisor coached the Communication Assistant to follow the caller's instructions. Follow up email sent to customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
99	02/01/17	Sprint IP user stated that the Communication Assistant did verify the number to dial as listed in the customer notes; however, the Communication Assistant did not relay the company name along with call details as requested in the customer's database notes. Assistant Supervisor documenting the concern and apologized for the inconvenience. Follow up letter requested to be sent via email.	02/01/17	Supervisor coached Communication Assistant on following all the customer's notes and or instructions for each call. Follow up letter sent via email as per request.
100	02/01/17	Sprint IP user stated that the Communication Assistant did not confirm the department request as per the customer's database notes. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	02/01/17	Supervisor coached the Communication Assistant to make sure to read and follow all of the customer's notes and/or preferences. Follow up letter sent via email as per request.
101	02/03/17	Sprint IP user stated that the Communication Assistant did not confirm the department reached was the same as the department requested. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	02/03/17	The Communication Assistant was coached by the Quality Supervisor on following all customer notes and was reminded to call for assistance on difficult calls. A follow up email was sent.
102	02/03/17	Sprint IP customer provided a number to dial and, as per customer database notes, was waiting for the Communication Assistant to verify the number but instead was told that if a valid number was not provided the Communication Assistant will disconnect the call. Another number was provided, but the Communication Assistant did not verify it and disconnected the caller. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	02/03/17	Supervisor met with the Communication Assistant and the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of a disconnecting a call. A follow up email was sent.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
103	02/06/17	Customer states that the Communication Assistant was asked if the whole message was left and the Communication Assistant never answered other than sending the macro "message was left" several times. The customer wanted the Communication Assistant to respond back that the whole message was left. Relay Customer Service response: apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	02/06/17	The Communication Assistant did not remember the call; however, was coached by the Quality Supervisor on being more direct when answering customer's questions.
104	02/11/17	Sprint IP user states the Communication Assistant did not follow the current call instructions that included to type the menu options heard on the recording. The Communication Assistant did follow the database instructions of do not type recordings. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	02/11/17	Supervisor coached Communication Assistant to continue to follow the customer's notes and/or preferences, if the caller gives an additional instructions, at the time of the call, those instructions would need to be followed. Follow up letter sent via email as per request.
105	02/11/17	Sprint IP user stated the Communication Assistant did follow the first database note by relaying to the caller that the notes were being read. However, the Communication Assistant continued with the call without following the other notes listed including verifying the number to call before dialing. The Sprint IP user instructed the Communication Assistant to disconnect and redial. The Communication Assistant did not follow the instruction of verifying instructions on the redial. The Sprint IP user instructed the Communication Assistant to hang up. The Communication Assistant had disconnected the caller from relay. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	02/11/17	The Supervisor met with the Communication Assistant and coached them on maintaining 100% focus on customer notes to ensure that the call is processed appropriately. The Communication Assistant was also coached to get Supervisor assistance if they are having difficulty with the call. Follow up sent via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
106	02/14/17	Sprint IP user says the Communication Assistant did not follow the customer's note that includes to verify the number before dialing. The Communication Assistant only typed that it was an invalid number. The customer requested to speak to a Supervisor and the call was disconnected. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	02/14/17	The Communication Assistant was coached by a Supervisor over the importance of reading and following all customer notes. A follow up email was sent.
107	02/14/17	Sprint IP user says the Communication Assistant did not follow any of the customer's notes listed including verifying the number to dial. The customer had requested for a Supervisor and the call was disconnected. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	02/14/17	Supervisor met and coached the Communication Assistant to always look and follow all of the customer's notes and/or instructions. Follow up letter sent via email as per request.
108	02/15/17	"The Communication Assistant gave me misinformation while I talked to the pharmacist." I apologized for the problem and explained that the Supervisor will be notified. Customer wants contact.	02/15/17	The Communication Assistant believes that everything was relayed correctly; however, was still coached by the Quality Supervisor over the importance of tying everything heard verbatim and to use pacing techniques as necessary. A follow up email was sent as requested.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
109	02/22/17	The Communication Assistant did not follow the disconnect procedure when the inbound did not respond. The Communication Assistant also did not inform the customer if the recording hand hung up before the Communication Assistant hung up on the inbound. The Assistant Supervisor clarified the information with the customer, and when doing so, the customer did state that while the recording was playing, he "stepped away to get something to eat". The Assistant Supervisor apologized and assured the customer the information would be forwarded to the appropriate party in management. Follow up requested via email.	02/22/17	Supervisor coached the Communication Assistant to keep the caller informed of all call steps and then if there is no response to follow the disconnect procedure in place. Follow up letter sent via email as per request.
110	02/22/17	Caller said they wanted to file a formal complaint against the Communication Assistant for hanging up in the middle of a long wait of 30 minutes on a call. Caller said they believe it was deliberate. Caller had instructed Communication Assistant to hold for live person. Customer Service apologized for the issue and let the caller know a complaint would be filed. Follow-up is not required.	02/22/17	Supervisor met with the Communication Assistant who said that the recording suddenly did not display any audio recording and then it was disconnected. The caller relayed the information; however, the customer never responded and then the line was disconnected.
111	02/24/17	The Communication Assistant immediately disconnected the caller. It may have been a technical error. The Assistant Supervisor apologized to the customer and confirmed it may have been a technical error. However, they assured the customer the incident would be forwarded to the Communication Assistant's Supervisor for review. Follow up requested via email.	02/24/17	The Supervisor notified the Center Manager of the incident and this was forwarded to the tech group to check the system for the disconnection. The Communication Assistant was also coached on the proper disconnect procedures, as well as what to do if a tech error occurs. Follow up sent via email.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
112	02/24/17	The caller reported the time that the call to Sprint IP disconnected and asked to be connected back to another Communication Assistant to place the call. Customer Service Response: I thanked the caller for calling and apologized for the inconvenience. She asked what would be done about this, and I replied that a complaint would be sent in for her behalf. Follow up requested at the number provided.	02/24/17	The Communication Assistant does not remember the call, but was coached by a Supervisor over the consequence of disconnecting calls. Follow up phone calls were attempted on 2/28/17, 3/2/17, and 3/7/2017 but contact was not established.
113	02/28/17	The customer reports the Communication Assistant asked questions prior to calling the number. Apologized. The Supervisor will be notified. Follow up requested.	02/28/17	While doing the follow up with the Communication Assistant, the Quality Supervisor discovered that the Communication Assistant followed proper protocol of getting clarification of instructions which caused a delay in the out dial time. A follow up email was sent.
114	03/01/17	The customer stated the Supervisor 1408M was making assumptions on how the call was handled and that the Supervisor took too long and to clarify the procedure which he repeating himself. Supervisor apologized for the inconvenience and assured the customer that this will be forwarded to his direct Supervisor. Customer wishes a follow up via email.	03/01/17	Follow up with the Supervisor included discussion on keeping communication with customers short, addressing concerns, but not negatively impacting the call. Follow up email was sent to the customer.
115	03/01/17	Customer stated that the Communication Assistant did not repeat to the voice person what was last typed when asked during the relay calls. Supervisor attempted to clarify the procedure for this particular type of situation. The customer remains unsatisfied with the explanation. Customer wishes a follow up via email.	03/01/17	Supervisor followed up with Communication Assistant and Communication Assistant followed proper procedure for this type of call. After speaking with the Communication Assistant and the assisting Supervisor, it was determined that the Communication Assistant followed proper procedure as they are unable to be involved by repeating or responding to inquiries concerning our customer's response. A follow up email was sent to the customer.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
116	03/03/17	Customer reports the Communication Assistant did not follow instructions. Apologized. Supervisor will be notified. Follow up requested.	03/03/17	The Supervisor met with the Communication Assistant and coached them on when they can and cannot repeat after the Go Ahead. Follow up via email.
117	03/03/17	A voice caller stated that this Communication Assistant was rude while attempting to redirect the customer to speak directly to the caller. The voice customer is familiar with the service and has never had an Communication Assistant be so belligerent about redirecting. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	03/03/17	The Supervisor looked up the ID number to be able to meet with the Communication Assistant and found there is no Communication Assistant listed by this ID number. Follow up via phone call.
118	03/06/17	Sprint IP user stated the Communication Assistant did not verify the number that was being redialed as per the customer database notes. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested to be sent via email.	03/06/17	Supervisor met with the Communication Assistant and reviewed the importance of following the instructions outlined in the customer note database. A follow up email was sent.
119	03/10/17	Sprint IP user felt the Communication Assistant was not efficiently processing the call when it was relayed from the outbound to continuously repeat information. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested to be sent via email.	03/10/17	Supervisor coached the Communication Assistant to be clear when relaying information and if needed, to spell out names. Follow up letter sent via email as per request.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
120	03/14/17	Communication Assistant didn't follow customer instructions. Apologized.	03/15/17	Communication Assistant did not remember this call; however, was coached on the importance of following customer instructions. Customer did not want follow up.
121	03/15/17	The Communication Assistant did not follow instructions when told to press 0. The Communication Assistant instead pressed 1 for dealer support. When the caller asked for their Supervisor, the Communication Assistant asked for the number again and then hung up on the caller. The Assistant Supervisor apologized and assured the customer the information would be forwarded appropriately. Follow up requested via email.	03/15/17	The Supervisor commended the Communication Assistant for following proper procedure on the first part; however, coached the Communication Assistant on the importance of requesting for a Supervisor. A follow up email was sent.
122	03/15/17	The Communication Assistant hung up on the customer after they requested a Relay Supervisor. The Supervisor apologized and assured the customer the information would be forwarded to the appropriate party in management. No follow up requested.	03/15/17	Supervisor coached the Communication Assistant to keep the caller informed and connected when a Supervisor is requested.
123	03/17/17	Customer reports the Communication Assistant disconnected the line. The transcript was provided and showed a recording was playing, holding for a live rep, then "your call has been disconnected." The customer stated the Communication Assistant intentionally disconnected. Explained the Supervisor could provide follow up on this matter. The customer stated that they trust their information will be forwarded and handled appropriately. No follow up requested.	03/17/17	The Communication Assistant did not remember the call, but was coached by a Supervisor of the consequences of disconnecting calls. The Communication Assistant was also reminded to fill out trouble tickets and call for assistance when experiencing technical difficulties as the Communication Assistant mentioned that may have been the issue.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
124	03/17/17	The customer stated that this Communication Assistant disconnected call usually when an invalid number was given in the dial window. This has occurred a few times this year. Assistant supervisor apologized for the inconvenience and will refer this to the Communication Assistant's Supervisor. Customer wishes a follow up via email.	03/17/17	Technicians made test calls and had no issues. Sent an email to the customer letting her know of this and if it happens again, to give us the number she called so we can investigate it.
125	03/17/17	Caller said every first call made on mobile IP disconnects right after Communication Assistant dials the number. When call back is done, the call completes without a disconnect. Customer Service apologized for the issue and opened a technical ticket. Follow up is required for issue resolution.	03/17/17	Technicians made test calls and did not have any issues. Emailed the customer letting her know about this and suggested if this happens again, to provide us the called to number.
126	03/17/17	Customer has two Sprint Mobile IP numbers that cannot make or receive calls. When Communication Assistant dials a number, it attempts to connect but never completes the call. Customer Service apologized for the issue and opened a technical ticket. Follow up customer is required with an issue resolution.	03/17/17	Sent an email to customer letting her know the technicians tested her numbers and all worked well. Customer responded and said she is able to make calls. She appreciated the follow up.
127	03/19/17	The customer reported that the Communication Assistant did not inform him that the answering machine hung up. Assistant Supervisor apologized and ensured the complaint would be forwarded to the appropriate Supervisor. Follow up email requested.	03/19/17	The Supervisor met with the Communication Assistant and coached them on keeping the customer informed of call progress.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
128	03/29/17	The voice caller reported that when she received an incoming return call from a patient, the call was not announced as a relay call. No Communication Assistant ID number was given in the beginning of the call. (but was provided later when asked). The nurse began asking questions thinking that she was speaking directly to the patient as HIPAA regulations allow. At this time, the Communication Assistant interjected to slow down everything heard as was being typed to the caller. The nurse reported to her superior the nasty attitude of the Communication Assistant, so the Supervisor reported this to Customer Service. Customer Service response: Explained protocol for IP, apologized, will send to center.	03/31/17	It is possible this was a "do not announce" in the customer notes. The customer refused to speak slower and became angry when the Communication Assistant continued to pace. The Communication Assistant was advised to get help from the Supervisor when or if this happens in the future. A Supervisor reviewed the report with the Communication Assistant. While the Communication Assistant does not recall the call specifically, the Supervisor counseled the Communication Assistant to call for support to explain services or the Communication Assistant's role when relaying conversations.
129	04/03/17	Sprint IP user stated the Communication Assistant did not follow the customer's notes which state to verify the number to dial and instructions given on every call. The Communication Assistant did not follow the customer's instruction to disconnect the line. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested to be sent via email.	04/03/17	No Communication Assistant associated with this identification number. Unable to further investigate. Follow up letter sent via email as per request.
130	04/03/17	The customer stated that this Communication Assistant did not repeat his/her comment when the voice person asked me what I said. Supervisor attempted to explained to the customer that the Communication Assistant was correct in maintaining transparency under the situation that was explained to me. No follow up requested.	04/03/17	Supervisor commended Communication Assistant for adhering to proper relay protocol.
131	04/05/17	The customer stated that this Communication Assistant did not verify the instructions outlined in the customer note. Supervisor apologized for the inconvenience and assured the customer this will be addressed with the Communication Assistant. No follow up requested.	04/05/17	Supervisor reiterated with the Communication Assistant on the importance of verify all instructions given.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
132	04/05/17	Customer stated that he waited 10 seconds, and then disconnected. Caller then called back with a fake calling to number and got the same Communication Assistant who once again disconnected him from relay. Assistant Supervisor apologized for the inconvenience and assured the customer that this issue will be addressed. Customer did not request a follow-up.	04/05/17	Communication Assistant did not remember this call; however, was coached on the importance of not disconnecting calls. Also, advised the Communication Assistant of the consequences of doing so.
133	04/06/17	Sprint IP user stated that the Communication Assistant did not follow the instructions and said there was no option for technical support at the number dialed and then disconnected the caller from relay due to no response. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up letter requested to be sent via email.	04/06/17	Coached the customer on the importance of keeping the customer informed at all times as well as proper disconnect procedures. Follow up email sent.
134	04/07/17	The caller reported that when she requested that the Communication Assistant would not recall the previous instructions of who to reach when dialing subsequent calls, the Communication Assistant pretended to be "dumb" and refused to repeat information from a previous call. Also, she does not like to have to redial to leave a message when reaching an answering machine. Customer Service Response: I explained the FCC rules regarding processing of calls and also suggested that a note be added to instruct the Communication Assistant to leave a message the first time when reaching an answering machine. She did not like that suggestion. I told her the report would be sent to the Program Manager. Follow up is requested.	04/07/17	Emailed to customer and suggested she give the Communication Assistant these instructions at the beginning of the call: If answering machine, please hang and do not leave a message. Ask the Communication Assistant to keep redialing until live person answers.
135	04/12/17	Customer states that this Communication Assistant did not type to them for 4 minutes after dialing out. The customer finally had to hang up. Relay Customer Service response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested.	04/12/17	The Communication Assistant was met with and does not remember the call or anything unusual happening. The Communication Assistant was coached that if there are any technical issues to report it right away.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
136	04/20/17	Customer stated that this Communication Assistant did not follow the database instructions to verify calling to a number and the instructions given to the Communication Assistant. Supervisor apologized for the convenience. Customer did not request for a follow up.	04/20/17	Supervisor coached the Communication Assistant on the importance of verifying the instruction given, verbally, or from the customer note.
137	04/24/17	Sprint IP user stated that the Communication Assistant did not follow the typed instructions to hang up and get a Relay Supervisor. Supervisor documenting the concern and apologized for the inconvenience. No follow up requested.	04/24/17	Supervisor coached Communication Assistant to follow all customers instructions.
138	05/09/17	Customer states that they asked the Communication Assistant to keep dialing until someone answered and she would not do it. She dialed out once and that was all. She waited a full three minutes and even when I typed "Hello...hello?" there was no reply back to me. This is very unprofessional to leave me hanging for such a long time without any reply or doing what I asked. Relay Customer Service response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	05/09/17	The Supervisor looked into the complaint and found there was a trouble ticket submitted by this Communication Assistant for their computer freezing. The tech team is aware and is working to resolve the issue. It was determined by the Supervisor and Center Manager that there was no Communication Assistant error.
139	05/17/17	Customer stated that the Communication Assistant did not follow the customer's note instructions to verify information given. Supervisor apologized for the inconvenience. Customer did not request a follow up.	05/17/17	Supervisor coached the Communication Assistant the importance of verify all information.